



STATE OF ALABAMA
DEPARTMENT OF FINANCE
DIVISION OF PURCHASING

INVITATION TO BID

INVITATION TO BID NO: 07-X-2177850

1

REQ. AGENCY : 999999
PURCHASING DIVISION
AGENCY REQ. NO. :
T-NUMBER : T001
DATE ISSUED : 01/09/07
VENDOR NO. :
VENDOR PHONE NO. :
SNAP REQ. NO. : 1360024
BUYER NAME : UNK
BUYER PHONE NO. : (334) 242-7250-
PURCHASING PHONE NO: (334) 242-7250

FOR: E-GOVERNMENT SERVICES

***** BUYER COPY *****

BID MUST BE RECEIVED BEFORE:

DATE: 02/01/07 TIME: 5:00 PM

BIDS WILL BE PUBLICLY OPENED:

DATE: 02/02/07 TIME: 10:00 AM

TO BE COMPLETED BY VENDOR

INFORMATION IN THIS SECTION SHOULD BE PROVIDED, AS APPROPRIATE. BID RESPONSE MUST BE IN INK OR TYPED WITH ORIGINAL SIGNATURE AND NOTARIZATION.

1. DELIVERY: CAN BE MADE _____ DAYS OR _____ WEEKS AFTER RECEIPT OF ORDER.
2. TERMS: _____ (DISCOUNTS ARE TAKEN WITHOUT REGARD TO DATE OF PAYMENT.)
3. PRICES VALID FOR ACCEPTANCE WITHIN _____ DAYS.
4. VENDOR'S QUOTATION REFERENCE NUMBER, IF ANY: _____ (THIS NUMBER WILL APPEAR ON THE PURCHASE ORDER.)
5. E-MAIL ADDRESS: _____ INTERNET WEBSITE: _____

RETURN INVITATION TO BID:

REGULAR MAIL

STATE OF ALABAMA
DEPARTMENT OF FINANCE
DIVISION OF PURCHASING
P O BOX 302620
MONTGOMERY AL 36130-2620

COURIER

STATE OF ALABAMA
DIVISION OF PURCHASING
RSA UNION BUILDING
100 N. UNION ST., SUITE 192
MONTGOMERY, AL 36104

SIGNATURE AND NOTARIZATION REQUIRED

I HAVE READ THE ENTIRE BID AND AGREE TO FURNISH EACH ITEM OFFERED AT THE PRICE QUOTED. I HEREBY AFFIRM I HAVE NOT BEEN IN ANY AGREEMENT OR COLLUSION AMONG BIDDERS IN RESTRAINT OF FREEDOM OF COMPETITION BY AGREEMENT TO BID AT A FIXED PRICE OR TO REFRAIN FROM BIDDING.

SWORN TO AND

FEIN OR SSN

AUTHORIZED SIGNATURE (INK)

SUBSCRIBED BEFORE ME THIS

COMPANY NAME

TYPE/PRINT AUTHORIZED NAME

DAY OF

MAIL ADDRESS

TITLE

NOTARY PUBLIC

CITY, STATE, ZIP

TOLL FREE NUMBER

TERM EXPIRATION:

PHONE INCLUDING AREA CODE

FAX NUMBER

STANDARD TERMS & CONDITIONS

VENDOR NAME :

VENDOR NUMBER:

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AUTHORITY:

THE DEPARTMENT OF FINANCE CODE OF ADMINISTRATIVE PROCEDURE, CHAPTER 355-4-1 EFFECTIVE NOVEMBER 5, 2001 IS INCORPORATED BY REFERENCE AND MADE A PART OF THIS DOCUMENT. TO RECEIVE A COPY CALL (334)242-7250, OR OUR WEBSITE WWW.PURCHASING.ALABAMA.GOV.

INFORMATION AND ASSISTANCE TO MINORITY BUSINESSES IN THE TECHNICAL COMPLETION OF REQUIRED FORMS MAY BE OBTAINED FROM THE OFFICE OF MINORITY BUSINESS ENTERPRISE, 1-800-447-4191.

BID (ITB) RESPONSE INSTRUCTIONS

REV: 06-30-06

1. TO SUBMIT A RESPONSIVE BID, READ THESE INSTRUCTIONS, ALL TERMS, CONDITIONS AND SPECIFICATIONS.
2. BID ENVELOPES/PACKAGES/BOXES MUST BE IDENTIFIED ON FRONT, PREFERABLY LOWER LEFT CORNER AND BE VISIBLE WITH THE BID NUMBER AND OPENING DATE. EACH INDIVIDUAL BID MUST BE SUBMITTED IN A SEPERATE ENVELOPE. MULTIPLE BID RESPONSES SUBMITTED IN THE SAME ENVELOPE/COURIER PACKAGE, THAT ARE NOT IN SEPERATE ENVELOPES PROPERLY IDENTIFIED, WILL BE REJECTED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR LATE BIDS FOR ANY REASON INCLUDING THOSE DUE TO POSTAL, OR COURIER SERVICE. BID RESPONSES MUST BE IN THE DIVISION OF PURCHASING OFFICE PRIOR TO THE "RECEIVE DATE AND TIME" INDICATED ON THE BID.
3. BID RESPONSES (PAGE 1 AND PRICE PAGES) MUST BE IN INK OR TYPED ON THIS DOCUMENT, OR EXACT FORMAT WITH SIGNATURES BEING HANDWRITTEN ORIGINALS IN INK (PERSON SIGNING BID, NOTARY, AND NOTARY EXPIRATION), OR THE BID WILL BE REJECTED. UNLESS INDICATED IN THE BID, RETURN ALL PRICE PAGES. IF AN ITEM IS NOT BEING BID, IDENTIFY IT AS NB (NO-BID). ALL PAGES SHOULD BE SECURED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR MISSING PAGES. FAXED BID RESPONSES WILL NOT BE ACCEPTED.
4. THE UNIT PRICE ALWAYS GOVERNS REGARDLESS OF THE EXTENDED AMOUNT. A UNIT PRICE CHANGE ON A LINE MUST BE INITIALED BY THE PERSON SIGNING THE BID, OR THAT LINE WILL BE REJECTED. THIS INCLUDES A CROSS-OUT, STRIKE-OVER, INK-OVER, WHITE-OUT, ERASURE, OR ANY OTHER METHOD CHANGING THE PRICE.
5. A "NO BID" MUST BE RETURNED TO REMAIN ON A CLASS/SUBCLASS. RETURN PAGE 1 MARKED "NO-BID". IDENTIFY IT ON THE ENVELOPE AS A "NO-BID". FAILING TO RESPOND TO 3 ITB'S WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. RESPONDING WITH 6 "NO-BIDS" WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. A "NO-BID" RECEIVED LATE IS CONSIDERED A NO RESPONSE.
6. THE DIVISION OF PURCHASING IS NOT RESPONSIBLE FOR MISINTERPRETATION OF DATA FAXED FROM THIS OFFICE.

DISQUALIFIED/CANCELLED BID

BIDS THAT ARE IMPROPERLY SUBMITTED OR RECEIVED LATE WILL BE A RESPONSE FOR RECORD, BUT WILL NOT BE RETURNED OR A NOTIFICATION MAILED.

AN IMPROPERLY SUBMITTED BID, LATE BID, OR BID THAT IS CANCELLED ON OR BEFORE THE OPENING DATE WILL BE HELD FOR 90 DAYS AND THEN DESTROYED. THE BID MUST BE RETRIEVED DURING REGULAR WORK HOURS, MONDAY - FRIDAY, EXCEPT STATE HOLIDAYS. AFTER THE BID IS DESTROYED, THE DIVISION OF PURCHASING ASSUMES NO RESPONSIBILITY FOR THE DOCUMENT.

THE FOLLOWING IS A PARTIAL LIST WHEREBY A BID WILL BE DISQUALIFIED:

BID NUMBER NOT ON FACE OF ENVELOPE/COURIER PACKAGE/BOX
MULTIPLE BIDS IN SAME ENVELOPE NOT PROPERLY IDENTIFIED
BID RECEIVED LATE
BID NOT SIGNED/NOT ORIGINAL SIGNATURE
BID NOT NOTARIZED/NOT ORIGINAL SIGNATURE OF NOTARY AND/OR NO NOTARY EXPIRATION
NOTARIZED OWN SIGNATURE
REQUIRED INFORMATION NOT SUBMITTED WITH BID

CERTIFICATION PURSUANT TO ACT NO. 2006-557

ALABAMA LAW (SECTION 41-4-116, CODE OF ALABAMA 1975) PROVIDES THAT EVERY BID SUBMITTED AND CONTRACT EXECUTED SHALL CONTAIN A CERTIFICATION THAT THE VENDOR, CONTRACTOR, AND ALL OF ITS AFFILIATES THAT MAKE SALES FOR DELIVERY INTO ALABAMA OR LEASES FOR USE IN ALABAMA ARE REGISTERED, COLLECTING, AND REMITTING ALABAMA STATE AND LOCAL SALES, USE, AND/OR LEASE TAX ON ALL TAXABLE SALES AND LEASES INTO ALABAMA. BY SUBMITTING THIS BID, THE BIDDER IS HEARBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ACT NO. 2006-557, THEY ARE NOT BARRED FROM BIDDING OR ENTERING INTO A CONTRACT PURSUANT TO 41-4-116, AND ACKNOWLEDGES THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE.

SPECIAL TERMS & CONDITIONS	VENDOR NAME : VENDOR NUMBER:	
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RECYCLING

WE ENCOURAGE AND SUPPORT THE PURCHASE OF AND USE OF ITEMS CONTAINING RECYCLED MATERIALS, ENERGY EFFICIENT AND ENVIRONMENTALLY SAFE PRODUCTS.

SALES TAX EXEMPTION

PURSUANT TO THE CODE OF ALABAMA, 1975, TITLE 40-23-4 (A) (11), THE STATE OF ALABAMA IS EXEMPT FROM PAYING SALES TAX. AN EXEMPTION LETTER WILL BE FURNISHED UPON REQUEST.

INVOICES

INQUIRIES CONCERNING PAYMENT AFTER INVOICES HAVE BEEN SUBMITTED ARE TO BE DIRECTED TO THE RECEIVING AGENCY, NOT THE DIVISION OF PURCHASING

BID RESPONSES AND BID RESULTS

UNEVALUATED BID RESPONSES (NOT BID RESULTS) ARE AVAILABLE ON OUR WEB SITE AT WWW.PURCHASING.STATE.AL.US. BID RESULTS WILL BE MADE AVAILABLE FOR REVIEW IN THE DIVISION OF PURCHASING OFFICE, BUT ONLY AFTER THE BID HAS BEEN AWARDED. WE DO NOT FAX OR MAIL COPIES OF BID RESULTS. IF A VENDOR WISHES TO REVIEW BID RESULTS IN OUR OFFICE, THEY SHOULD FAX THEIR REQUEST TO REVIEW THE BID TWO DAYS IN ADVANCE TO THE "BID REVIEW CLERK" AT (334) 242-4419. BE SURE TO REFERENCE THE BID NUMBER.

FOREIGN CORPORATION - CERTIFICATE OF AUTHORITY

ALABAMA LAW PROVIDES THAT A FOREIGN CORPORATION (AN OUT-OF-STATE COMPANY/FIRM) MAY NOT TRANSACT BUSINESS IN THE STATE OF ALABAMA UNTIL IT OBTAINS A CERTIFICATE OF AUTHORITY FROM THE SECRETARY OF STATE. SECTION 10-2B-15.01, CODE OF ALABAMA 1975. TO OBTAIN FORMS FOR A CERTIFICATE OF AUTHORITY, CONTACT THE SECRETARY OF STATE, CORPORATIONS DIVISION, (334) 242-5324. THE CERTIFICATE OF AUTHORITY DOES NOT KEEP THE VENDOR FROM SUBMITTING A BID.

BID IDENTIFICATION

REFERENCE PAGE 2, ITEM 2. DUE TO THE POSTAL SERVICE PUTTING BAR CODE LABELS ON ENVELOPES, IT CONCEALS THE BID NUMBER AND DATE IF THE VENDOR HAS WRITTEN THEM OTHER THAN THE LOWER LEFT CORNER, THEREFORE THE BID WOULD BE REJECTED FOR NOT BEING PROPERLY IDENTIFIED.

AWARD:

THE AWARD SHALL BE MADE TO THE LOWEST RESPONSIBLE BIDDER MEETING ALL SPECIFICATIONS.

SPECIAL TERMS & CONDITIONS	VENDOR NAME : VENDOR NUMBER:	
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ASSIGNMENT OF CONTRACT:

TO ASSIGN, SUBLET OR TRANSFER ANY CONTRACT RESULTING FROM THIS SOLICITATION, THE VENDOR'S WRITTEN REQUEST MUST BE APPROVED BY THE STATE PURCHASING DIRECTOR.

PERFORMANCE GUARANTEE:

VENDOR WILL FURNISH WITHIN TEN STATE WORKING DAYS AFTER NOTIFICATION OF AWARD, A PERFORMANCE SECURITY IN THE AMOUNT SPECIFIED BELOW AS A GUARANTEE TO PROVIDE GOODS OR SERVICES SPECIFIED IN THE BID. IT SHALL BE MADE PAYABLE TO THE STATE OF ALABAMA AND CAN BE A CASHIER'S CHECK, OTHER TYPE BANK CERTIFIED CHECK (PERSONAL/COMPANY CHECKS UNACCEPTABLE) MONEY ORDER, AN IRREVOCABLE LETTER OF CREDIT, OR SURETY BOND ISSUED BY A COMPANY AUTHORIZED TO DO BUSINESS WITHIN ALABAMA. REFERENCE THE BID NUMBER ON THE GUARANTEE. THE DIVISION OF PURCHASING WILL BE THE CUSTODIAN OF THE PERFORMANCE GUARANTEE. THE PERFORMANCE GUARANTEE WILL BE RETURNED AFTER SUCCESSFUL MIGRATION AND SUBSEQUENT THREE MONTHS OF SUCCESSFUL OPERATION OF ALL CURRENT APPLICATIONS BY THE VENDOR.

PERFORMANCE GUARANTEE AMOUNT: \$500,000.00

CONTRACT PERIOD:

ESTABLISH A 12 MONTH CONTRACT WITH AN OPTION TO EXTEND FOR A SECOND, THIRD, FOURTH, AND FIFTH 12 MONTH PERIOD WITH THE SAME PRICING, TERMS AND CONDITIONS. THE SECOND, THIRD, FOURTH, OR FIFTH 12 MONTH PERIOD, IF AGREED BY BOTH PARTIES, WOULD BEGIN THE DAY AFTER THE FIRST, SECOND, THIRD, OR FOURTH 12 MONTH PERIOD EXPIRES. ANY SUCCESSIVE EXTENSION MUST HAVE WRITTEN APPROVAL OF BOTH THE STATE AND VENDOR NO LATER THAN 30 DAYS PRIOR TO EXPIRATION OF THE PREVIOUS 12 MONTH PERIOD.

REQUESTED INFORMATION:

ANY ADDITIONAL INFORMATION REQUESTED FROM A VENDOR MUST BE FURNISHED WITHIN TWO (2) DAYS FROM RECEIPT OF REQUEST.

PRICE SHEET				VENDOR NAME : VENDOR NUMBER:		
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LINE NO.	COMMODITY/SERVICE DESCRIPTION	RECYCLE /ENERGY	QUANTITY	UNIT	UNIT PRICE	EXTENDED AMOUNT
	UNLESS SPECIFIED OTHERWISE BELOW: SHIP TO: R1 / STATEWIDE					
00001	COMMODITY CODE: 915-28-086896 E-GOVERNMENT SERVICE IN ACCORDANCE WITH SPECIFICATIONS ATTACHED. * * * * * * * PLACE PRICING ON TABLES PROVIDED * * * * IN THE ATTACHED SPECIFICATIONS * * * * *	—	1	LT	—	—
00002	COMMODITY CODE: 920-20-000000 "FOR STATE USE ONLY"	—	1	LT	—	—
00003	COMMODITY CODE: 920-56-000000 "FOR STATE USE ONLY"	—	1	LT	—	—
PAGE TOTAL						—
BID TOTAL						—

SECTION I - GENERAL

I.1. Objective

The purpose of this Invitation to Bid (ITB) is to provide sufficient information to interested Vendors to prepare and submit bids for consideration by the State of Alabama, Department of Finance (hereinafter referred to as "the State") to contract the services of a single application service provider (ASP), to provide E-Government applications and services to agencies, commissions, boards, etc., for the State of Alabama based on a "self-funded" model. The desired outcome of this ITB is to award a multi-year contract to a responsible Vendor that meets all of the requirements of this ITB.

I.2. Performance Guarantee

Upon award, the successful Vendor will be required to provide to the State, within ten working days of notification of award, a performance bond, approved by the State, of an amount equal to five hundred thousand dollars (\$500,000) as a guarantee for the delivery and acceptance of the services in accordance with the specifications and as warranty that the deliverables meet all the performance standards and criteria established by the respective services required by this ITB. In the event the Vendor, or any of its third party providers or sub-Vendors, fails to deliver or perform to the satisfaction of the State, the contracting authorities for the State reserve the right to proceed against the performance bond and to cancel any contracts and any associated agreements without any resulting liability, present and future, to the State. The performance bond referenced above must remain in place through successful migration and subsequent three months of successful operation of all current applications by the Vendor .

I.3. Inquiries

All questions that arise concerning the ITB must be submitted in writing by FAX or e-mail to:

Mr. Keith Johnson
E-Government Project Manager
Department of Finance/Information Services Division
64 North Union Street, Suite 210
Montgomery, AL 36130-3854
Fax: 334-242-7002
Keith.johnson@isd.alabama.gov

Procedural questions and copies of all questions should be directed to:

Ms. Jaeri Ellis, Buyer
State of Alabama
Division of Purchasing
100 North Union Street, Suite 192
Montgomery, Al 36130-2620
Fax (334) 242-4419
Email: Jaeri.Ellis@purchasing.alabama.gov

I.4. Addenda to ITB

Any changes or modifications to this ITB will be made by a written addendum issued by the Department of Finance, Division of Purchasing.

I.5. Bid Awards

The State may award a contract by accepting the lowest responsible bid meeting all the specifications for all services required by this ITB. The State reserves the right to incorporate standard State of Alabama contractual provisions into any agreement executed as a result of any bid submitted in response to this ITB. Appropriate State contract laws, terms, and conditions will apply, including a limitation on the term of the Contract to five years, including yearly renewal periods. The agreement will be subject to the laws of the State of Alabama and will be reviewed by legal counsel of the Department of Finance as to legality of form and compliance with State laws and the terms and conditions of this ITB.

I.5.1. Criteria for Selection

Vendors will be deemed responsible if they meet the following criteria:

- (1) Bid must meet all specifications and requirements contained in this bid document and any subsequent addendums to same.
- (2) Bidder Status: This criterion requires that the vendor submit required information to determine:
 - (A) bidder's past experience,
 - (B) ability of the bidder to perform to the terms of this ITB,
 - (C) quality and relevancy of the items bid.

I.6. Contract Termination.

The State will have the right to terminate this contract under the following conditions:

I.6.1. Termination By The State For Cause:

The State shall have the right to terminate the Contract for cause, subject to cure, by providing written notice of termination to the Vendor. Such notice shall specify the time, the specific provision of the Contract or "for cause" reason that gives rise to the termination, and, if susceptible to cure, shall specify reasonable appropriate action that can be taken by the Vendor to avoid termination of the Contract. The State shall provide a specified period of time of up to sixty (60) calendar days, unless otherwise specified in the Contract, for the Vendor to cure breaches and deficiencies of its performance obligations under the Contract. The phrase "for cause" may mean, but is not limited to, the following:

- (1) Any material breach or evasion by Vendor of the terms or conditions of the Contract and its amendments, if any.

(2) Substantial cessation or material degradation of services by the Vendor, or material failure of the Vendor to meet the performance standards set out in the specifications.

(3) The commission of fraud, misappropriation, embezzlement, malfeasance, significant misfeasance, or similar illegal conduct by the Vendor, its officers, directors or by any corporation or shareholder owning a controlling interest in the Vendor in connection with the Project or which can be expected to have a material adverse effect on the Project.

(4) Dissolution of the Vendor or any corporation owning a controlling interest in the Vendor or forfeiture of the Vendor's corporate existence or good standing in Alabama without assignment to a successor acceptable to the State, in its sole discretion.

(5) Intentional or negligent act or omission by the Vendor, its parent, affiliates or any agent within the control of the Vendor resulting in the disclosure of any Confidential Information of the State clearly indicated as being confidential.

I.6.2. Termination By The State Without Cause

The State may terminate the Contract at any time and without out cause for any of the following, but not limited to:

(1) If required by State law, where the Finance Director makes a written determination that funds, if any, required to sustain the Project are not appropriated or otherwise available to support continuation of the Contract or an Agency Agreement, the Contract or the Agency Agreement shall be immediately cancelled.

(2) The following options must be available to the State for election upon termination or expiration of the contract:

(a) Contract with the Vendor for a Software license and ongoing support upon mutually agreeable terms and conditions; or

(b) Select a new services provider by ITB, and elect to have the current Vendor support the services in place; or

(c) The State will operate all e-government systems and purchase the equipment, a perpetual Software license and any transferable interests in the third Party Software licenses, for a one-time payment to the Vendor to be mutually acceptable to both parties.

END OF SECTION I

SECTION II

RESPONSE PREPARATION AND BID FORMAT

II.1. Bid Format

Bids must be in the same format and sequence as presented in this ITB. The bid must include:

- (a) A statement of compliance with all mandatory requirements,
 - (b) Complete description of the services to be provided,
 - (c) Description of any third party relationships and involvements,
 - (d) Expectations by the Vendor of the State and other State agencies in regard to each service being proposed and,
 - (e) Any other requirements set forth elsewhere in the bid.
- Information submitted shall be sufficiently detailed to substantiate that the services offered meet or exceed the specifications. The requirements stated herein should be considered mandatory unless otherwise stated. The Vendor must acknowledge compliance and acceptance of all mandatory requirements in writing for each item. For the purpose of this ITB, statements containing the words “must” and “required” are considered to be mandatory requirements.
- (1) The information submitted by the Vendor will be used for a technical and cost evaluation. The State may use any other information submitted with the bid for evaluation purposes.
 - (2) Vendor must propose all services described in this ITB. Partial bids will be disqualified as non-responsive to this ITB.
 - (3) Full disclosure and description of any third party involvement must be included in the bid to the same degree as if the Vendor was originating the service involved.
 - (4) The vendor shall be considered the prime and shall be held responsible accordingly. Failure to disclose any third party involvement will be considered non-responsive to the ITB and the vendor will be disqualified.

II.2. Bid Submissions

Four (4) hard copies of the bid response and a soft copy on CD in Adobe format of the bid must be submitted. Each bid must consist of five parts, and clearly marked as 1) General, 2) Technical, 3) Cost Proposal, 4) Financial Statements. Vendor must not include costs in either the General, Technical, Financial Statements, or Exceptions sections of the bid package. The State is not liable for any cost incurred by a vendor replying to this ITB. The Exceptions section must clearly identify any section of the ITB that the vendor takes exception to in sequence and why the exception is made.

II.3. Oral Presentations

Vendors may be requested to make oral presentations, if required by the State, to supplement their bids. In this event, the Vendor will be required to submit a synopsis of said presentation, signed by the same official who signed the bid, for inclusion in the bid. Said presentation and synopsis will be come part of the bid and be used in the bid evaluation.

II.4. Financial Data and Contractual Considerations

The Vendor must include financial statements for its latest three fiscal years for which financial statements are available and the financial statements of all proposed third parties for their latest fiscal years, in the Financial Statements section of the bid. These financial statements must demonstrate that the Vendor has a positive net worth and such additional capital and liquidity as are reasonably adequate for the operation of the “self-funded” model. Failure to disclose financial statements of the Vendor and any third parties will be considered not responsive to the ITB and the Vendor will be disqualified.

END OF SECTION II

SECTION III – REQUIREMENTS

III.1. Purpose

The State of Alabama has a need to continue its efforts to bring everyday transactions between the State and its individual citizens, businesses, employees, and local governments, hereinafter referred to as “Customers,” to the Internet. Benefits to the State include reduced operating expenses and a more effective, efficient communications channel. Customers will benefit from the convenience of twenty-four (24) hour per day, seven (7) days per week online, anytime, anywhere transactions with the State.

The State of Alabama currently has over ninety (90) online e-government applications in more than thirty (30) different agencies. The current contract is a “self-funded” model that provides for the design, development, operation, hosting and support of its e-government services at no cost to the State. All of the services and requirements of this ITB are currently being provided under contract at no cost to the State. It is a requirement of the State and this ITB to continue the same level of support and services at no cost to the State. Besides existing e-government services, the current contract provides for the design, development, support, hosting and operation of the State’s central portal, www.alabama.gov, at no cost to the State.

III.2. Objectives

The continued delivery of existing and the development of new e-government services and information are the objectives of this Invitation to Bid (ITB). It is anticipated that the electronic delivery of government services will continue to facilitate and improve the way customers communicate and interact with State government.

Key objectives are:

- 1) Rapid migration/conversion of existing e-government applications, in an order defined by the State, meeting or exceeding the functional specifications as provided by the owner agency while not exceeding the existing fees associated with the applications. An inventory of existing applications is provided in Attachment A of this ITB.
- 2) Rapid implementation of new e-government applications to support the processing of licenses, filings, permits, registration, renewals, and database searches. Preferably, these applications would be previously implemented applications that can be easily customized to fit the state’s needs.
- 3) Integration of the state’s current portal and corresponding agency web pages.
- 4) Development and delivery of a continually expanding set of basic government services.
- 5) Obtaining a high percentage of adoption of e-government services as the preferred

method for obtaining government services.

The State will contract with a single application service provider (ASP) Vendor, to provide e-government applications and services to all agencies, commissions, boards, etc. of the State of Alabama. Services to be provided must include, but are not limited to, transaction processing between the State of Alabama and its customers over the Internet, Interactive Voice Response (IVR) processing, credit/debit card processing, e-Checks, electronic funds transfers (EFT), application development, integration with agency's existing systems, security, application hosting, application support and management reporting.

This contract will require the establishment of the following types of transactions:

- The capability for state government to send requested information or documents electronically to multiple devices.
- The capability for state government to process interactive applications for licenses, permits, and other government documents, to sell goods and services by interactive applications, and to receive electronic documents for filing from the public, businesses, employees, and local governments who are regulated by a state agency that, when a signature is necessary, can be electronically signed by the requesting authority.
- The capability for state government to receive required payments electronically by multiple methods.

Services required through this ITB include:

- (a) Migration/conversion of existing e-government applications with no interruption of service as a result of these efforts.
- (b) Customizable applications and/or applications developed for State agencies that provide electronically delivered services and information (i.e. e-government) to customers.
- (c) Assisting the State in marketing the State's e-government services in a variety of ways to increase use of the services it offers.
- (d) Optional hosting of agency e-government applications in an environment that is reliable and secure.
- (e) Providing customer support to customers and agencies.

The selected Vendor must assume all expenses to build and manage the components required to support the specifications, requirements, services, information and transactions identified in this ITB. The State will cooperate with the awarded Vendor on developing value added transactions in order for the Vendor to recover costs through convenience fees, transaction payments or premium services. The Vendor also must cooperate with the State in developing strategies to increase business and agency use of this Contract. It is the intention of the State that many of the services and information offered to the public will be free, while other services may involve payment. In addition, some services will have fees charged on a subscription and/or on a per transaction basis, due to the added value and convenience of real-time access to the information

or application.

III.3. Management and Administration

The Alabama Department of Finance has established strategies and procedures governing the development of these e-government applications. Decisions regarding issues such as application priorities, customer service, fees and data security, are governed by the Department of Finance. The Department of Finance will guide the development of this e-government application and approve funding mechanisms.

The State has designated a day-to-day manager of the Contract for the State. The manager will serve as a liaison between the Vendor and state agencies. All pertinent aspects of this e-government project such as planning and design services, development and integration of applications into the overall e-government design, establishment of fees and priority of projects must be coordinated through the manager and approved by the State.

Agencies requesting services from the Vendor are responsible for identifying both the business and technical application requirements, working with state legacy systems support staffs to define interfaces between the e-government applications and legacy production systems, performing acceptance testing, and providing second level customer service support relative to specific business rules for the application. Each agency also will define any constraints (must be free to the customer, could have a convenience fee added, etc.) and estimate service volumes. Agencies are responsible for obtaining State approval for all applications requested to be delivered.

The Vendor must designate a full-time Contract Manager who will be responsible for all activities from the Vendor's perspective. The Contract Manager must meet regularly with the State eGovernment Project Manager to review e-government activity, status of planned e-government services, customer service activity, customer satisfaction survey results, and any issues that need addressing by the State. The Contract Manager must be a full-time resource located in the Montgomery office dedicated to the State account.

The Vendor will be responsible for the development, maintenance and support of an agency's e-government application. The Vendor will recommend e-government applications that will assist state agencies in working towards providing effective and enhanced state information dissemination to customers. The Vendor will review the requirements for e-government applications and provide agencies with a proposal for e-government service delivery.

The Vendor must define a process for e-government service delivery Work Orders within thirty (30) days of contract award. The State eGovernment Project Manager will review the defined process and must approve the process before it is implemented. The Vendor must describe their suggestions and recommendations related to how this Work Order process would be developed.

The Vendor is required to host the State's e-government application site at no additional cost to the State. All hosting costs must be included in the fee structure proposal. The Vendor will be responsible for the acquisition and operation of all hardware, software and network support related to the e-government applications. The Vendor must ensure that the site is used primarily to meet the objectives set forth by the State of Alabama in this procurement. The technical and

professional activities required for establishing, managing, and maintaining the State's e-government applications are the responsibilities of the successful Vendor. The e-government applications must be available on a 24 hours per day, 365 days per year basis, providing around-the-clock service to customers.

The site environment must include redundant power, fire suppression, and twenty-four hours per day, seven days per week on-site security. The hosting environment must include redundant internet connectivity, redundant firewalls, VPN services through an industry recognized VPN solution such as Cisco VPN concentrator or Checkpoint VPN-1, remote access via methods such as secure shell (SSH) and desktop VPN clients, fault tolerant internal network with gigabit Ethernet backbone, clustered central file and database servers, load balanced FTP, application, and Web servers, hardware SSL accelerator, three tier development environment, nightly backups, and 24x7 monitoring of all services and servers.

Activities pertaining to the administrative management of the e-government application that are the responsibilities of the Vendor are planning, design, development and other business management activities.

The Vendor, based on its prior e-government experience in other states, will advise the State of any legislation that may impact the State's e-government objectives or applications as well as any legislation that may be needed to facilitate the achievement of the State's e-government objectives throughout the life of the Contract.

The Vendor must describe, as applicable to the following service items:

- (1) how service deficiencies will be reported by the State,
- (2) who is responsible for correction,
- (3) how new service versions will be provided to the State, and
- (4) an understanding that this service must be provided at no cost to the State.

III.4. Agency Participation

It is the intent of the State to award a single statewide contract for e-government application development and electronic payment processing. All state agencies will be encouraged to participate in the use of this contract for e-government applications.

III.5. On-line Services and Premium Services

The State desires to implement numerous on-line service applications. Many of these applications will provide services and information at no cost to the customer beyond the existing fee structure for the service while some services may be offered for a convenience fee to the customer.

The State requires the following four models of services:

1. Vendor to provide e-government application and merchant services

2. Vendor to provide merchant services only
3. Vendor to provide e-government application services only
4. Vendor to provide e-government "premium services"

Some services may be provided without cost to the customer, with the agency assuming all associated costs. This type of service is generally referred to as "transaction cost service" that is billed by the vendor directly to the agency. It is generally accepted that this type of service will have a higher adoption or acceptance rate.

Some services may be provided without cost to the agency, with the customer assuming all associated costs. This type of service is generally referred to as "convenience fee service" that is billed by the vendor directly to the customer. It is generally accepted that this type of service will have a lower adoption or acceptance rate.

Some applications may add significant value for the customer and may be offered as "premium services." A customer that gains significant value from the accessibility of information electronically in the timeframe that meets his needs would primarily use premium services. Premium services will be offered for a transaction and/or subscription fee to be determined individually. Premium services must be provided on demand as an agency defines a specific service requirement. The successful Bidder must provide premium services under the terms of the Contract as part of the "self-funded" model at no cost to the State. A transaction, used in this ITB and the resulting Contract, is defined as "a service rendered and payment complete."

Agencies requesting services to be delivered will define the business requirements of the service, identify whether the service would be a premium service, identify any constraints (must be free to the customer, could have a convenience fee, etc.), and estimate service volumes. The Vendor will review the requirements and provide the agency a projection for electronic delivery that includes any fee that may be required to deliver the service. If the agency accepts the Vendor's projection, the agency will present the projection to the State for review, prioritization, and approval.

The State also recognizes the distinction between web-based solutions that include Interactive Voice Response (IVR) capability and those that do not. The combined use of a web-based application and IVR will be optional depending on the agency's specific requirements. As such, this ITB recognizes the distinct difference between both options.

III.6. Self-Supporting Business Model

It is the State's requirement that e-government projects be financially self-supporting. The Vendor must fund all up-front and ongoing investment and operational costs. The Vendor will be paid for services delivered by the agency e-government application based upon established procedures.

The Vendor, in conjunction with the agency, will define and propose the best possible funding mechanism for each e-government application. The State may elect not to charge the customer a convenience fee and may choose to pay transaction fees out of any state cost savings for

conducting the transaction electronically. Premium Services may be funded by charging the customer on a per transaction basis and/or a subscription basis.

The Vendor must, in coordination with the State, develop and market new e-government solutions. As new revenue sources are identified, additional funds may be available to enhance e-government services.

III.7. General Design Requirements

The State intends that e-government applications will be used by customers as a location for information dissemination and electronically delivered services that will facilitate their respective relationships with the State. Design should answer the needs of its customers by designing the e-government application from the customer perspective. Customers will naturally approach the use of e-government services from a number of different perspectives. The design must enable a variety of approaches and respond with a number of methods for searching and linking information and services. A consistent user interface will be a critical factor in the success of these applications within the customer communities.

The e-government application must convey a true sense of security and privacy to its customers. Customers will, at times, transfer private and personal information through the Internet by means of using the State's on-line services. The e-government application must be designed to protect this personal and private information. For customers who cannot see the behind-the-scenes efforts to protect data, the e-government application must be designed to communicate the level of security and privacy that is being used.

The overall design must be constructed to accommodate the rapidly changing world of information technology, e-government, and wide-scale growth. Designs should allow for flexibility in incorporating new capabilities for e-governance that come along with future advances in technology. Customers will become accustomed to the new advances and features available on commercial Internet pages and come to expect the same from their State e-government sites.

III.7.1. Consumer Access and Accessibility

The Vendor must make the e-government application accessible via popular browsers such as Microsoft's Internet Explorer and Netscape Communicator. The applications must accommodate a minimum standard for customers using a browser equivalent to Microsoft Internet Explorer version 4.0 or Netscape Communicator version 4.5 or later versions of both.

III.7.2. Universal or Alternative Access

The e-government application must be designed with the ability to accommodate other methods of accessing the Web that are increasingly becoming available through different

services. Personal hand-held devices, Interactive Voice Response (IVR), kiosks, cell phones, wireless access protocol (WAP) devices, and WebTV are among the different ways in which the general public is now able to access the Internet without the use of a traditional Web browser. Not all these access devices will be able to accommodate the same level of display, communication and other programming capabilities that could be accessible on the Web through a standard Internet browser. The Vendor must address how he will approach providing the same basic functionality being delivered over these different methods of access.

III.7.3.Notification of New or Changed Services

The vendor must describe his approach to notifying premium subscription members of new services or changes in service, e.g., emails, Web page banners, etc.

III.7.4.Multi-Language and Disabled Access

The State may require certain features for offering services in languages other than English. The vendor must address how multi-lingual issues will be addressed. The e-government applications are not required to be multi-lingual initially.

The vendor must describe support for customers who need special features to accommodate certain disabilities. The vendor must define its ability to provide the same basic services to persons with disabilities as would be accessible to the general public. Compliance with Federal ADA guidelines and Section 508 of the Rehabilitation Act Amendments of 1998 are required.

III.8. Contract Services

The Contract must provide basic services that will assist the State of Alabama in the development and implementation of effective e-government applications.

III.8.1 Merchant Services

The vendor must perform the payment processing for e-government services as necessary.

After confirming that the business transaction can be completed, i.e., the applicant is eligible to renew a license, the customer must be given the option to make payment. The vendor must capture relevant credit card information and accounting information to ensure that payment transactions can be properly recorded and reconciled in the State's accounting system.

For a payment transaction, on-line authorization must be obtained by the payment system. When the authorization request from the payment processor is successful, the payment system must provide confirmation to the customer that the transaction has been processed. Until the customer initiates payment authorization, the customer must have the ability to cancel the process.

The vendor must compensate for the use of accelerators by some ISP's to ensure that the customers of e-government applications are not charged multiple times for a single use of an application.

The vendor must provide for card acceptance, presentation, authorization, and the management of refunds, credits, and returns. The vendor must use file formats with appropriate security and user interfaces regarding electronic transactions through the website. State fees collected via the application must be remitted directly to the State Treasurer for deposit in the e-government fund. Transaction fees may be withheld prior to remittance to the State. Convenience fees must be collected as part of the authorized payment from the customer and will be withheld prior to remittance to the State.

The vendor must provide an on-line Premium Subscriber Billing System for premium service subscribers. Subscribers must be able to access and review their invoices on-line. The State will define to the vendor the accounting information, credit terms and processing cycle for this billing process. Online payment of subscribers' fees must be processed similar to convenience fees.

In May 2003, Alabama replaced its paper-based hunting and fishing licensing process by launching the nation's first Web-based system to allow approved licensing retailers to sell outdoor licenses electronically. The Alabama Department of Conservation and Natural Resources was named one of 15 Pioneer Award recipients for 2004 by the E-Gov Institute's Government Solutions Center for this web-based point-of-sale system which is essentially a hardware-neutral interface that is accessible through a basic Internet connection.

The vendor must assume responsibility for this system and must negotiate, within the specified conversion/migration timeframe, the necessary corporate level agreements with Wal-Mart, K-Mart, and other agents of the State currently using this system.

Agency accounts must be established to allow reconciliation by the agency prior to deposit into the Treasurer's accounts.

The vendor will be financially responsible for all overcharges and incorrect charges that occur as a result of e-government application errors or omissions. Any overcharges and incorrect charges must be itemized on the vendor's invoice and deducted from the balance due.

III.8.2. Marketing and Publicizing e-government Transactions

The vendor must assist the State in major marketing activities associated with the implementation of e-government applications. Marketing activities would include publicizing the State's e-government availability to customers and efforts to increase use of the e-government services the State offers. The Vendor also must assist the State in marketing the advantages and benefits of e-government to state agencies. All marketing

initiatives conducted by the Vendor individually must be approved by the State before being released.

The Vendor must provide a full-time resource for marketing and business development within the Montgomery office as part of the “self-funded” model at no cost to the State.

The Vendor must describe how they would design and implement a marketing plan to create awareness, build support and accelerate the adoption and use of e-government services. The Vendor must describe its ability to partner with government and community and private organizations to extensively promote electronic government self-service applications.

The Vendor's plan must show how marketing strategies would be used to build customer traffic to e-government applications and to assure the widest possible use of the services.

III.8.3. Consulting Services

State agencies may have a need for assistance in designing Web pages, publishing content or developing the back-end processes to support the service delivery application. The Vendor will be paid on an hourly rate for designated classifications for use by the state agencies for such services. The hourly rate must be a fully burdened rate that includes, labor, per diem, travel, overhead and any other costs related to the service. The consulting classification skills that may be needed are defined in **Attachment C - Consulting Classifications Skills**. **The Vendor must respond in the correct format as given in Attachment B, Cost Proposal Format.** Vendor **must not** include any cost in the Technical Proposal section.

It is not the intent of the State to use the Contract for the general consulting services required by the State in the technology area. Rather, it is the State's intent to provide a capability for services to be provided when they are directly related to e-government projects and needed to support the goals and objectives of the State's e-government development and operation.

III.8.4. Contract Compliance Reporting

Contract Compliance reporting will be required. Such reports are required in order for the State to understand how data is being accessed, what data is being accessed, and how data needs to be organized to more effectively meet the needs of the public.

The Vendor must include a description of the approach to providing such information. The State will determine the frequency and the timeframe of the required reports.

Among items that are required, but not limited to, in management reporting are:

- Number of business/services transactions by application and in total for the state;
- Number of visits to the state's and each agency's e-government website;

- Number of visits to Premium Services by application;
- Number and types of forms/reports requested by customers;
- Number of subscribers by type and the number of transactions each subscriber makes per application;
- Customer feedback and on-line survey reports, including requests for future services.
- Financial Statements

Reports of the above information may also be required by each e-government agency.

Customer Satisfaction and Adoption Rate are two major areas to be assessed and measured. Quantitative measures for evaluating the success of e-government applications are required. The measures to address include, at a minimum, the following items:

Customer Satisfaction:

The implementation of electronic delivery seeks to enable business with government to be more effective and efficient in the following ways:

- easily locate information
- conduct business transactions
- availability of services around the clock

State Adoption of e-government Services:

The goal is to obtain a high percent of participation from customers.

The Vendor must describe metrics they would propose be developed to capture and calculate data to support measurement of e-government success. The State will work with the Vendor on finalizing measurement criteria to ensure the results can be measured.

III.8.5.Process Improvement

The Vendor will help agencies understand how processes can be improved and streamlined by deploying them as Web applications, and in fostering partnering and cooperation among agencies that deliver services via the Internet.

Vendor responses must describe proposed processes and plans for:

- Locating and re-structuring duplicate or redundant information, data, and services that are being delivered to overlapping customer bases.
- Combining information into a single system to improve customer service and raise program efficiency.
- Fostering a high degree of partnering among agencies and between government entities.

- Conducting executive and management education programs to disseminate information on innovative ways to use the Internet to deliver government services.
- Facilitating the establishment and management of agency and Vendor partnerships that would plan and develop on-line services.

III.8.6. Organization and Staffing

The Vendor must include an organization chart reflecting the overall business structure with an explanation of the State's e-government development undertaking within that framework. A comprehensive staffing plan must outline Vendor staff responsibilities and office location necessary to develop e-government applications, manage and market the e-government environment. The Vendor must establish a permanent office located in Montgomery and must be registered with the Alabama Department of Revenue and Secretary of State as an Alabama-based company. State government staff will be responsible for all updating of state production systems. State staff will assist the Vendor in planning and testing all communication connections to state sites. If additional state government staff assistance is expected for e-government activity, that assistance must be specified in the bid by role and involvement.

Vendor and all of Vendor's strategic business partners are required to adhere to and sign all applicable state policies related to technology use and security, including a code of ethics.

The Vendor must identify all of its strategic business partners who will be actively involved in any e-government application development and/or operations.

The Vendor will be solely and exclusively responsible for the hiring, firing, recruitment, management, and training of its employees. The Vendor must agree to undertake such background checks and other procedures reasonably requested by the State. The State shall have the right at any time to require that the Vendor remove from interaction with State personnel from the Project who the State reasonably believes are detrimental to its working relationship with the Vendor on the Project. The State will provide the Vendor with notice of its determination, and the reasons it requests the removal. If the State signifies that a potential security violation exists with respect to the request, the Vendor must immediately remove such individual from the Project until it makes its determination as to the validity of the risk; however, the Vendor must not place the person on the Project again without the State's consent.

III.8.7. Financial Reporting and Audits

The Vendor must provide to the State monthly income statements, cash flow statements and other reports reasonably requested by the State regarding the operation of e-government services. The Vendor must also provide quarterly financial statements (un-audited, but presented in accordance with Generally Accepted Accounting Practices ("GAAP")) and annual audited financial statements of the Vendor covering revenues of

the Project, demonstrating that the Vendor has maintained positive net worth and such additional capital and liquidity as are reasonably adequate for the operation of the Project. In addition, the Vendor must provide to the State either (a) a copy of its annual operating audit or (b) a summary of any operating audit findings that affect the Alabama operation. A competent and reputable CPA licensed in Alabama and approved by the State Board of Accounts or a national accounting firm will perform any such audit.

The Vendor must also agree to make changes requested by the State to comply with recommendations made in any audit, which changes are reasonably agreed to by both the State and the Vendor.

To the extent the audit report discloses any discrepancies in the Vendor's charges, billings or financial records, and following a period for review and verification of the amount by the Vendor and the State, the Vendor must adjust the next regular payment to the State Revenue Account and appropriate agency as soon as reasonably possible, but not to exceed ninety (90) calendar days. The Vendor must assure that verification is completed in a timely manner.

The accounting system must include a numbered chart of accounts, books of original entry of all transactions, appropriate subsidiary ledgers, a general ledger that includes to-date postings and an audit trail through financial statements. Such books may either be maintained on paper or on computer with appropriate backup. The Vendor must adopt the calendar year ending December 31 for reporting purposes.

III.9. Applications Development Framework

The Department of Finance uses the Capability Maturity Model (CMM) methodology developed by the Software Engineering Institute (SEI) for application development projects. While it is not required for the Vendor to use CMM, the Vendor must describe their application development methodology. This description should include, but not be limited to, major project phases, project management processes, lists and descriptions of the project deliverables to be produced. The Vendor must identify all checkpoints within their methodology where state acceptance/sign-off is required. In addition, the Vendor must explain how each of the following processes will be performed and what role the State would have in the process:

- Software Quality Assurance – review and audit of software products and activities to verify compliance with applicable procedures and standards (identify types of established procedures and standards).
- System testing – testing conducted to review product code for accuracy of processing as well as accuracy of operation.
- Acceptance testing verification and validation - verification that a product meets the specifications and validation that the product meets the customer's needs.
- Risk Management - identification, analysis and prioritization of risks with associated

plans to eliminate or mitigate those risks.

- Application Maintenance.

The Vendor must provide a comprehensive narrative, captioned “**Project Management,**” that illustrates how the Vendor will manage the specific projects identified in this ITB, ensure completion of the scope of services, and accomplish required objectives. The State or agency may review and adjust the installation and implementation schedule in coordination with the Vendor. The Proposal must provide the following for each project:

1. A project plan for implementation and ongoing support of the project. Staffing and timelines for each Work Order will be included in the plan. The following phases will be addressed:
 - Initialization of project
 - System hardware and software implementation
 - Agency application development and implementation
 - On-going operations
2. An indication of the approximate length of time required after Contract award date, before services could be operational;
 - Definition of the timeframes for each implementation activity and requirement to be fulfilled;
 - A proposed installation schedule that identifies complete installation of all Vendor services;
 - Definition of any dependent services that would be the responsibility of the State and the timeframe.

III.9.1. Pilot Testing

Before final acceptance of each agency e-government offering that is developed, the Vendor must provide a pilot implementation of the service in order for the State to test the application’s compliance with interfaces, policies and other services. The testing period shall be decided by the State and the Vendor on a per application basis. Transaction fees will be applied when the application is placed in production.

III.9.2. Integration with Existing Systems

Integration with legacy systems is critical to the success of the State's efforts to provide Web access to government services and information. There are two areas of interface to address: data editing and updating legacy data.

Data Editing

The decision to use off-line or on-line transaction verification processing will be determined for each application based upon documented factors related to the impact to existing application processing, protection of data, and changes required for legacy systems. The agencies, in consultation with the Vendor, will determine the most appropriate method of data editing.

Updating Legacy Data

The State is responsible for all production database updates. The agency, in consultation with the Vendor, will determine the most appropriate interface from which updates can occur. The update format may be batch data entry record format or an on-line transaction that will be processed by the legacy update application or some other method acceptable to the State. The Vendor will not manage or host legacy databases and data sets that support legacy applications.

III.9.3.Shared Applications

It is assumed that a number of core applications will be shared by some applications that are developed for the State. The Vendor must detail the advantages of building or acquiring core modules that can be reused by all on-line applications:

- security and authentication services;
- issuance of confirmation;
- management, storage, and presentation of on-line forms;
- search engine services;
- on-line help and customer service capabilities;
- receipt of electronic revenues;
- encryption services;
- on-line publication services;
- connectivity services;
- interfaces and protocols for integrating with back-end systems shopping cart

III.9.4.Data Repository

The Vendor must describe how they would provide for the storage and management of data that is being utilized to provide services to the public. This requirement includes provision for backup copies of the data so that reconstruction of lost data does not involve the use of original data sets.

III.9.5.Optional Housing of e-government Applications

The Vendor is responsible for all costs associated with the acquisition and maintenance of the hardware and software as well as any telecommunication connections between the Vendor's servers and the State's servers to support an agency e-government application.

Vendor Housing Arrangement: The Vendor must provide all housing arrangements for the contract staff. The Vendor must provide all equipment, software and telecommunication connections necessary to support its staff and operations.

If the Vendor desires to use leased line connections, these connections must be protected by a network security firewall. If the Vendor proposes to use any public untrusted medium (e.g. the Internet), the Vendor must build and maintain a Virtual Private

Network (VPN) using the Internet Engineering Task Force (IETF) standard protocols for encryption and key management (IPSEC/IKE). A firewall must be installed for the VPN. The above standards cover any telecommunications channel associated with this Contract: i.e. Vendor to State, Vendor to Merchant Services Provider. The Vendor must describe in detail the firewall design.

III.9.6. Network Topology

In order to provide for adequate network performance, the engineering of network connections between the Vendor's servers, the State Data Center, and their respective Internet Service Providers need to be understood. The Vendor must describe how the server(s) will connect to its Internet Service Providers and how the connection will be established between the Vendor's servers and the State Data Center. The Vendor must address, to the extent possible, how the Vendor's facilities and ISP connections will be engineered to maximize end-to-end performance and minimize the number of router hops in reaching both the Internet backbone and the State's ISP.

III.9.7. State Technical and Architectural Standards

Compatibility and consistency with the State's technical architecture will minimize potential problem areas relative to interfacing with legacy state systems.

The Vendor must describe their current Web development strategy, tools used in existing Internet sites and their future plans for Web development tools. The Vendor must also discuss their use, if any, of XML and any plans for its future use.

The Vendor must provide for any hardware, software or telecommunications costs that may be required to interface the e-government applications to state legacy systems.

III.9.8. Software and Documentation Policy

The Vendor must deposit on a quarterly basis the most recent version of the source code and documentation of all applications under this ITB in an escrow account with a neutral third party mutually agreed to by the Vendor and the State. The cost of the escrow account must be borne by the Vendor. The Vendor must agree to the following terms associated with all software, except third party licenses, associated with any applications or systems developed under this bid:

- (1) The State must have the option, upon termination or expiration of the contract awarded under this ITB, in connection with all application and portal software, documentation and source code (whether originally developed by the Vendor or a third party), but not software or documentation created by third parties and purchased by Vendor, together with any software updates or upgrades made by the Vendor over the life of the contract, but excluding Third Party software, documentation, source code, object code, and updates, one or more of the following options:
 - a. Contract with Vendor for a software license and ongoing support upon mutually agreeable terms and conditions; or

- b. Select a new Vendor and elect to have current Vendor support all existing systems; or
 - c. Operate all existing systems under a perpetual software license including the transferable interests in any third party software licenses at the end of the contract at no cost to the State.
- (2) The Vendor must allow the State to make additional modifications, upgrades, and enhancements to the software, or to purchase or otherwise acquire such modifications, upgrades, and enhancements, as it sees fit, for the purposes of maintaining and operating all of the current and new applications developed by the Vendor under the terms of the contract.

III.10. Security and Authentication Services

The Vendor must:

- Ensure that State information is thoroughly protected with reasonable security measures
- Promote and maintain among the Vendor's employees and agents an awareness of the security needs of the State's information,
- Safeguard the confidentiality of information and the integrity and availability of data while it is created, entered, processed, communicated, transported, disseminated, stored, or disposed of by means of information technology,
- Ensure that appropriate security measures are put in place to protect the Vendor's internal systems from intrusions and other attacks, whether internal or external, e.g., message interception, tampering, redirection, or repudiation.

Vendor must fully describe their approach to security, including but not limited to, the use of firewall hardware and software and how these will be configured in their network. The Vendor must submit a narrative response explaining how their bid addresses each element of the security infrastructure. Vendors must describe how they would:

- Assure confidentiality of data
 - 1. In transit – provide the ability to execute secure, authenticated, two-way transactions as well as ensuring that all other data is encrypted beyond the reasonable threat of a successful brute force attack;
 - 2. In storage – ensure that confidential data in databases from which public data is being extracted will not be compromised;
- Assure integrity of data – determine how to maintain data integrity and customers' confidentiality and privacy; handle legal issues with regard to misuse or fraud and options for resolution;
- Maintain access control – determine method needed to prohibit customers from accessing data or computer facilities unless such access was expressly approved by the Data Custodian and the State's e-government Project Manager;
- Provide authentication – determine how to provide robust authentication services;

- Provide audit capabilities – implement date-time stamp and an audit trail for identifying all network security breaches and attempted breaches; implement penetration analysis and intrusion detection policies to ensure that the application remains as secure as possible over time.

The Vendor must provide a minimum of network, server, and transaction security concerning each part of this diagram. The State requires data confidentiality, through the use of a standardized and widely distributed tool such as SSL. The State requires data confidentiality, integrity and non-repudiation of transactions. The State expects the transaction to be protected in transit through the use of either private leased-lines or VPNs. Full audit trails must be maintained throughout the entire transaction lifetime. Access control must be strictly enforced and audited.

Any and all remote administration of the hardware, operating system, or application software will require the use of strong, dual-factor authentication techniques such as token based or challenge-response methods.

For payment transactions made through Internet sites, the Vendor must describe how he will ensure that transaction information is secured through encryption, authentication, and other standard payment card operating procedures to ensure that card information remains secure. The Vendor must describe how he will prohibit customers from accessing state data unless such access is expressly approved by the state. The Vendor must describe how he will maintain and ensure data integrity and customer confidentiality and privacy.

The security requirements of this section III.10.1 shall continue to apply to all State information in the hands of the Vendor after the expiration or cancellation of the Contract.

III.10.1. Access Identification and Authorization

Premium service applications and some customer services will need to be accessed by a unique identification code assigned to an individual or entity using the service.

The Vendors must describe recommended access security options in their bid.

III.10.2. Privacy and Ownership of Information

Protection of personal privacy must be an integral part of the business activities of the Vendor to ensure that there is no inappropriate use of State information at any time. To this end, the Vendor must comply with the following conditions:

- Personal information obtained by the Vendor will become and remain property of the State,
- At no time will any information belonging to or intended for the State be copied, disclosed, or retained by the Vendor or any party related to the Vendor for subsequent use in any transaction that does not include the State,
- The Vendor may not use any personal information collected in connection with the Contract issued from this bid for any purpose other than fulfilling the Contract.

The agency that is the designated state Data Custodian of specific data must approve all access to that data. Data Custodian is defined as any branch or agency of the state that collects, stores, generates or maintains information. The Vendor has no ownership over any data at any time. Privacy policies established by governmental agencies or state or federal law must be fully complied with. Privacy policy statements as may be developed and amended from time to time by the State will be appropriately displayed on agency Web pages. In particular, the Vendor must provide sufficient security to protect the data of the State. The Vendor must work with the State e-government Project Manager to identify the appropriate Data Custodians.

The terms of this Section III.10.2 must continue to apply to all State information in the hands of the Vendor after the expiration or cancellation of the Contract.

III.10.3. Audit Functions

The Vendor must define the parameters of a comprehensive security audit. The State will review and must approve the comprehensiveness of the proposed security audit. The Vendor must ensure that the security audit is performed on a quarterly basis. The Vendor must arrange to have this audit conducted by an unbiased third party at no additional cost to the state. The Vendor must submit for approval, the name and background of the third party auditor. The Vendor must provide the State its plan for correcting or remedying any audit exceptions identified as a result of the security audit within sixty (60) days of completion of the audit. The Vendor must describe their plan for independent security audits and provide technical specifics relative to those audits.

III.11. Customer Service

The Vendor must provide for customer service help to users of the State's e-government services at no cost to the customer, agency or State.

The first contact point for customer service may well be the Vendor. For issues related to usage, navigation, applications, or customer problems regarding the e-government application, the Vendor may be asked to handle. Any issues regarding the back-end processing of state applications or state maintained Web pages would be forwarded to the help facility within each agency.

The bid must describe how the following customer service areas will be addressed:

III.11.1. Telephone and Email Support

Telephone and email support must be available seven days per week and 24 hours per day every day of the year. This support must be offered to all customers without additional charge. All questions or inquiries must be responded to in one (1) business day. The bid must provide a plan for telephone and email support for customers that would be received by the Vendor. The bid must specify the type and level of customer support as well as

response time standards to be provided. The Vendor must also include a description of how customer support will be integrated into the design of the application itself.

A record of telephone calls and email questions and their disposition must be maintained and forwarded to the State's e-government Project Manager for review as defined by the Project Manager.

Telephone and email support requirements include the following:

- Logging of customer telephone calls and e-mails to ensure inquiries are properly addressed in a timely fashion.
- Review of telephone calls and e-mail logs to identify and rectify frequent inquiries.
- Reporting of telephone calls and e-mail logs to the state on an agreed upon schedule and manner. This includes various reports that will help the state identify customer issues.

III.11.2. On-line Help Information

The bid must describe how the Vendor would provide on-line help and references, e.g., icons, directories, tutorials, for its services to customers. The bid must describe how the customers would access this information.

III.11.3. Customer Relations Management

The bid must describe how the Vendor will perform Customer Relationship Management (CRM). This includes features and services that the Vendor can provide to the customer that would encourage repeat business.

III.11.4. Customer Surveys

The bid must describe the Vendor's plans for periodically conducting customer satisfaction surveys and for determining the level of use, acceptance, and ease of use of agency e-government applications. The Vendor must, at agreed upon intervals, report to the State on how the issues identified in customer surveys are being addressed. Each agency e-government application must include on-line customer satisfaction surveys as one of its features.

III.11.5 Training

The Vendor must provide on-site training, as required, for State personnel on the implementation, initiation, maintenance, monitoring, management and administration of every service developed and implemented under this contract at no cost to the State.

III.12. Service Level Agreements

The State, in conjunction with the selected Vendor, intends to establish Service Level Agreements (SLAs) for the development and on-going operations of e-government applications. Given the magnitude and possible scope of the e-government project, it is important that the Vendor and the State enter into a contractual relationship that succinctly defines service level agreements and commitments. It is the intent of this section to specifically define the minimum Service Level Agreement criteria that is required by the State. The technical requirements that are presented throughout this ITB document represent the State's *minimum* requirements. The Vendor must state in the ITB response its understanding of and agreement to comply for each category. The Vendor should consider carefully the infrastructure and other resources that will be required to meet these SLAs.

Monthly diagnostic reports in the categories outlined below will be used to verify and analyze Vendor performance. The State will have access to all performance data, in raw and processed form, for the purpose of SLA verification.

The bid must describe how the Vendor will measure and report on each performance category below, on at least a monthly basis. Proposed measurement and reporting tools must be described, as well as how the State will receive the reports – e.g. via on-line access, CD-ROM, or other means.

A. Enterprise Application Availability

This SLA will address performance of enterprise application availability. Availability includes the hardware, system software, telecommunications and shared interface applications.

B. Security Management

This SLA must address performance of security management. Security management includes all the components that make-up the security barriers to the application, data while being transmitted to or through the application and data available to the application. The security barriers may include firewalls, intrusion detection, virus protection, access control, authentication and other mechanism and techniques to ensure the system and data is protected.

C. Application Availability

This SLA must address performance of the individual applications provided by the Vendor where the impact to the customer community is isolated to the specific application and not all other agency applications on the host server.

III.12.1. Network and Server Performance Measurement

Monitoring and measuring the end-to-end performance experienced by customers can be facilitated by network management and monitoring tools. Vendor must describe how it proposes to obtain measurements and report on an ongoing basis the performance experienced by customers from different locations including, but not limited to: a workstation on the State's Intranet on the State's campus ring and a workstation using a State-supplied PPP account. Performance management tools must provide an integrated and time-synched mechanism with which the State and the Vendor can monitor server and network performance of all aspects of the transaction, excluding any client-side performance monitoring. Vendor must include a description of what automated tools will be employed and how on-line access to performance reports will be provided to the State. Also, the Vendor must describe any use of sub-Vendors or outsourced services to perform Web site monitoring service functions.

III.12.2. Performance Monitoring and Problem Resolution

The Vendor must describe their plans for performance monitoring and problem resolution. The Vendor must describe how it will respond to system malfunctions, and diagnose and solve problems within a time period to be agreed upon with the State. The Vendor must describe procedures to be included for interfacing and consulting with hardware and software Vendors to identify and correct problems. The Vendor must perform maintenance at times that will not adversely impact daily operations. The Vendor must coordinate maintenance schedules and procedures based on the State's requirements. Vendor's plans for regularly performing normal and preventive software maintenance must be included in their Vendors responses.

III.12.3. Availability

The State's e-government applications must be operational and available to customers 24 hours a day every day of the year. The only exception will be for pre-defined systems administration and maintenance. Individual applications may be unavailable based on the individual agency legacy application operational schedule. Scheduled downtime must be coordinated with and approved by the State with at least a seven (7) day advance notice prior to performing the scheduled downtime. Scheduled downtime must be scheduled during off-hours. The Vendor must describe their approach and experience on availability and the scheduling of routine maintenance downtime.

III.12.4. Disaster Recovery

The Vendor must establish and maintain an alternative processing arrangement adequate to resume within 24 hours the application's processing services provided under the Contract, in the event the agency site or equipment is unavailable due to either human error, equipment failure, man made or natural disaster. Vendor must describe in detail

their approach for alternative processing arrangements and their disaster recovery testing procedures.

III.13. Scope of Service

The Vendor must describe their migration or conversion plan, testing procedures and documentation for assuming responsibility for the applications listed in Attachment A of this ITB.

This is a complete list of existing applications as of the release of this ITB. The State expects the Vendor to recommend additional services that could strengthen the business model for Alabama.

The Vendor must list and describe service applications similar to the ones listed that they have developed and implemented which could be customized for use by the state.

The Vendor must show experience in hosting and maintaining a portal of the sophistication of www.alabama.gov. The Vendor must agree to maintain the portal in a state equal or better than it currently exists to include the implementation of an industry standard, State of Alabama specific search engine (Google), live help during normal business hours of 8:00 A.M. to 5:00 P.M. central time with a minimum of four (4) operators available at any time, and randomized graphics which provide visitors with the sense of a new site while maintaining the familiar navigation.

The Vendor must agree to provide secondary Domain Name System service (DNS) for the alabama.gov and state.al.us domains as well as any other domains requested by the State.

The State of Alabama retains ownership of www.Alabama.gov and is the sole approving authority for all design and development of the official State of Alabama e-government portal – www.Alabama.gov. The Information Services Division (ISD) will develop and maintain standards and procedures associated with this site which the Vendor must abide by.

The Vendor must agree to each of the following existing Policies and Procedures:

- **Alabama.gov** is the name of the official state website (portal) and the domain is owned by The State of Alabama and managed by the Information Services Division (ISD), Department of Finance, and may not be changed or modified without prior authorization by the Office of the Chief Information Officer (CIO).
- **Alabama.gov will be the sole address (URL) used for dissemination and promotion of the website.** Although the site may be accessed with alternate addresses (such as <http://www.state.al.us>), to retain Alabama.gov brand integrity there will be no *forwarding* to any alternate named addresses, except as specified by the external hyperlinks to state website resources as listed further on this document.

- All Alabama.gov branding (to include any Alabama.gov logos, graphics, or designs) is to be **authorized by the Office of the CIO as approved by the E-Government Technical Review Committee** before being used on the Alabama.gov website. This includes any use within any navigational elements, menus, headers, icons or anywhere else on the website.
- Alabama.gov will have either an **online form or email link that will provide visitors the ability to send emails to Constituent Affairs at the Governor's Office.** Alabama.gov will also have an email address to Alabama Interactive to allow customers to report any technical problems or issues with the operation of Alabama.gov. Copies shall be provided to the Manager of Web Services and the E-Government Project Manager on a regular basis.
- Alabama.gov will have an external hyperlink to the **“Alabama State Employee Phone and Email Directory”** (this name can be modified for navigational purposes). This Directory will be hosted and maintained on an ISD server by ISD Web Services.
- Alabama.gov will have an external hyperlink to the **“Alabama State Agency Directory”** (this name can be modified for navigational purposes). This Directory will be hosted and maintained on an ISD server by ISD Web Services.
- Alabama.gov will have an external hyperlink to the **“Information Services Division”**. The linked content will be hosted and maintained on an ISD server for purposes of promoting services provided by the Information Services Division.
- Alabama.gov will have an external hyperlink located on it's homepage to the Governor's web site at <http://www.governor.state.al.us> .
- Alabama.gov will have an external hyperlink located on it's homepage to the Bureau of Tourism and Travel's web site at <http://www.touralabama.org> .
- Alabama.gov will have hyperlinks to standard policies such as Privacy Policies, Security Policies, and Disclaimers.
- Alabama.gov will display this copyright notice on all pages: “Copyright ©2006 (or current year) State of Alabama”
- Alabama.gov will have a Search feature accessible from every page. The Search feature will allow customers to search Alabama state government websites and the content within Alabama.gov.
- Alabama.gov will have a Homeland Security Advisory System indicator linked to from the home page that will be updated in accordance with the a Homeland Security Advisory

System located on the Department of Homeland Security website.

- Alabama.gov will have a Help section which will provide instructions to customers on how to use the site, will contain a Frequently Asked Questions section, and refer them to the online form or email link that will provide visitors the ability to send emails to Constituent Affairs at the Governor's Office.
- Content on Alabama.gov maintained by the Vendor will either be accessible by alternate means, such as in a Text Version or be compliant with the following industry accepted guidelines and standards: US Section 508 and W3C WAI – Level.
- Alabama.gov will not contain any advertisements, endorsements, content or hyperlinks to any commercial products or services. The only specific exceptions to this rule are direct hyperlinks to actual E-government transaction services in use by Alabama state agencies or organizations.
- Anything not specifically mentioned above must be authorized by the Office of the CIO as approved by the E-Government Technical Review Committee before any modification or update of any part of Alabama.gov is made public (live). The Information Services Division reserves the right to modify any of the content on this document at any time and provide updated copies to all concerned parties.

III.14. Experience and Abilities

The Vendor must identify the names of at least five (5) states where the Vendor also maintains and supports the state's main e-government portal using the services of the Vendor in the types of services and funding model required by this bid. The service must have been implemented and operational for a minimum period of two years. A name, title, address, telephone number and e-mail address must be provided for a person to contact regarding the services bid. The State reserves the right to contact each customer listed in the bid. Failure to provide reference information will be considered not being responsive to the ITB and the Vendor will be disqualified.

The Vendor must describe the experience of its organization to develop and maintain state-level e-government service of the size and scope that will be required to support the State of Alabama. The Vendor must show experience and abilities in the following:

1. Ability to provide a quick implementation of e-government solutions.
2. Prior e-government development and implementation experience. Descriptions must include examples showing the Vendor's performance on other state e-government applications. Information provided about other e-government applications sites must include number of Web hits, number of transactions processed, number of registered or premium users/subscribers.
3. Experience in delivering state government oriented applications that can be easily customized. Such applications may include, but not be limited to: Professional

Licenses renewals, Environmental licenses and permits, Medicaid eligibility, Search on Corporate Filings, Income Tax payments, State archive information.

4. Experience with technical architecture compatible to the State's current technical architecture.

III.15. Cost Proposal Section

The Cost Proposal Section must be submitted to the State clearly marked to distinguish it from the Technical proposal.

The Cost Proposal Section required format is provided in **Attachment B**, and the Cost Proposal Section must be recorded on an exact duplicate thereof. The cost evaluation model must include a "per transaction costs" or "per convenience fee" for defined e-government applications, a percentage rate for merchant agreement transactions and "consulting services hourly rates" for specified classifications.

These costs and rates must be provided on a graduated scale of transaction volumes for total State usage each month.

"Per Transaction Cost": The applications defined in the cost evaluation model are projected to be some of the initial applications implemented at the State. The cost per transaction will constitute the maximum cost allowable under this Contract based on a sliding scale of transaction volumes. Transaction costs are defined as ALL transaction costs billed directly to the agency including merchant service fees. Transaction costs will be defined within two alternatives. The first alternative includes solutions that are web-based and include Interactive Voice Recognition (IVR) capability. The second alternative includes solutions that are web-based only. An inventory of each application is provided in **Attachment A**.

"Per Convenience Fee": The convenience fee will constitute the maximum fee allowable under the Contract based on a sliding scale of transaction volumes. Convenience fees are defined as ALL transaction costs billed directly to the taxpayer including merchant service fees. Convenience fees will be defined within two alternatives. The first alternative includes solutions that are web-based and include Interactive Voice Recognition (IVR) capability. The second alternative includes solutions that are web-based only. An inventory of each application is provided in **Attachment A**.

"Per Percentage Rate": The percentage rate will constitute the maximum cost allowed based on the fee charged by the application. Merchant fees will be defined within two alternatives. The first alternative includes solutions that are web-based and include Interactive Voice Recognition (IVR) capability. The second alternative includes solutions that are web-based only. An inventory of each application is provided in **Attachment A**.

"Consulting Services Hourly Rates": For each identified classification, define the hourly rate for consulting services per the requirements in **Section III.8.3**. The hourly

rate must be a fully burdened rate that includes, labor, per diem, travel, overhead and any other costs related to the service. This will not be used as part of the evaluation process.

The Cost Proposal Section must specifically record the exact cost amounts proposed in the appropriate space as required by **Attachment B**. Said proposed costs must incorporate all costs for the proposed scope of services for the total Contract period.

The Cost Proposal Section must record only the proposed cost as required, and must not record any other rates, amounts, or information. It must not record any text that could be construed as a qualification of the cost amounts proposed. If the Vendor fails to specify the Cost Proposal as required, the State will determine the proposal to be non-responsive and reject it.

END OF SECTION III

Attachment A - Inventory of Online Applications

The numbers shown in this table are historical and are not a guarantee of volume.

Agency	Application	Transactions*
Accountancy, State Board of Public	.License Renewal	1,059
	.Firm Renewal	2
Architects, Alabama Board of	.License Renewal	1,688
Bar, Alabama State	.Membership Renewal	1,132
Banking Department	.Renewal of Small-Loan License	40
	.Renewal of Mini-Code License	550
	.Renewal of Pawn Broker License	880
	.Renewal of Mortgage License	607
	.Renewal of Deferred Presentment License	630
	.Multiple License Renewal	n.a.
Chiropractic Examiners, Board of	.Renewal of License	826
	.Licensee Verification	1370
	.Initial Facility Permit	4
	.Facility Permit Renewal	n.a.
Coastal Birdfest	.Merchant Services	9
Conservation and Natural Resources	.Online Hunting and Fishing Licenses	91,805
	.Hunting and Fishing Licenses/Point-of-Sale	845,215
	.Probate Court Point of Sale Hunting and Fishing Licenses	30,425
	.Oak Mountain Bow Hunt Registration	7621
	.Outdoor Alabama Subscription	1,733
	.Becoming an Outdoors Woman Registration	325
	.Hunt Outdoor Alabama	n.a.
	.Bartram Canoe Trail Reservation	73
	.Marine Resources Point-of-Sale	n.a.
	.Alabama Store	156
	.Phone Point of Sale	16,085
	.Alligator Hunt	985
Education, Department of	.Online Payments	66
Engineers and Land Surveyors, Board of	.License Renewal	3520
Environmental Management	.Waste Water Operator License Renewal	471
	.Smoke School Registration	188
Farmers Market Authority	.Merchant Service	15
Speech Pathology and Audiology, Board of Examiners in	.License Renewal	432

Finance, Office of the CIO	.Alabama.gov Portal	6,471,009 visitors
	.Alabama InTouch (Constituent Notification)	n.a.
Motor Pool	.ISD IT Strategic Planning Application	22,438
	.Fleet Vehicle Reservation	
Home Builders Licensure Board	.Initial Application Download and Payment	2,332
	.License Renewal	9,854
	.Inactive License Renewal	174
	.Expired License Renewal	20
	.Expired Inactive License Renewal	Part of above
Home Medical Equipment Board	.License Renewal	86
Industrial Relations	.Merchant Services, Unemployment Filing	20,228
	.Workers Compensation CE Registration	400
Insurance	.Merchant Services (several applications)	81,443
Interpreters and Translators, Board of	.License Renewal	125
Mental Health and Mental Retardation	.Case Manager Online Subscription	33
Nursing, Alabama Board of	.RN License Renewal	42,861
	.Reinstatement of a Nursing License	3,067
	.License Verification and Disciplinary Status – Subscription Service	
	Level 1	398
	Level 2	81
	Level 3	69
	Level 4	14
	.Name and Address Change	331
	.Duplicate License	2098
	.LPN Renewal **	11,662
	.Original Licensure by Examination	6,423
	.Licensee Database Search and Download – Subscription Service	4,446
	.Original Licensure by Endorsement.	2,602
	.License Verification for Individuals	4,453
	.Deployed Nurse	n.a.
	.Pay Fee/Fine	20
Alabama Board of Pharmacy	.License Renewal – Pharmacist	6,283
	.License Renewal – Pharmacy Technician	5,776
	.License Renewal – Pharmacy	668
	.License Renewal – Mail-Order Pharmacy	109
	.License Renewal – Institutional Pharmacy	15
	.License Renewal - Oxygen Supplier	47
	.License Renewal – Manufacturer/Wholesaler	156
Physical Therapy, Board of	.License Renewal	544
Plumbers and Gas Fitters Board	.Merchant Services	697
Public Health	.Children’s Health Insurance Program Payments	3,264
	.Provider Service Facility Renewal	681
	.EMS License Renewal	n.a.
Public Safety	.Electronic Access to Driver License Records	6,304,451

Public Service Commission	Supplemental Motor Carrier Authorization	250
	Annual Registration Application	138
Real Estate Appraisers Board	License Renewal	728
Real Estate Commission	Renewal of Real Estate Licenses	32,140
	Broker/Agent Certification	1,663
	Instructor License Renewal (Provider)	n.a.
	Mailing Labels	188
	Continuing Education Management	743
	Continuing Education Course Renewal	Part of above
	Change of Information	216
	Simple Transfers	376
Registration for Foresters, Board of	License Renewals	757
Revenue	Refund Status for Individual Income Tax	n.a.
	Sales, Use and Lodging Tax Filings	n.a.
	Personalized License Plate Reservation	5,925
	Local Government Tax Collections Report	n.a.
	Income Tax Extension Application	13,323
	Trip and Fuel Permits	510
	Tax Estimations	1,863
	Certificates of Good Standing	776
Secretary of State	Merchant Services	40,014
Social Work Examiners, Board of	License Renewal	42

*Transaction Count from inception through August 29th 2006.

** Transaction Count through Calendar 2005 – Alternate Year Renewal of RN and LPN Licenses

END OF ATTACHMENT A

Attachment B - Cost Proposal Section

B.1 e-government Application and Merchant Services

Vendor must present all costs and fees in this Attachment B in U.S. Dollars. The following table must be used to provide transaction costs and convenience fees for a combination of e-government transactions and merchant services that are web-based including Interactive Voice Response (IVR):

Monthly Transaction Volume	Transaction Cost	Convenience Fee
0 - 1999		
2000 - 3999		
4000 - 5999		
6000 - 7999		
8000 +		

The following table must be used to provide transaction costs and convenience fees for a combination of e-government transactions and merchant services that are web-based only:

Monthly Transaction Volume	Transaction Cost	Convenience Fee
0 - 1999		
2000 - 3999		
4000 - 5999		
6000 - 7999		
8000 +		

B.2 e-government Application Services Only

The following table must be used to provide per transaction costs and convenience fees for e-government applications without merchant services that are web-based including Interactive Voice Response (IVR):

Monthly Transaction Volume	Transaction Cost	Convenience Fee
0 - 1999		
2000 - 3999		
4000 - 5999		
6000 - 7999		
8000 +		

The following table must be used to provide per transaction costs and convenience fees for e-government applications without merchant services that are web-based only:

Monthly Transaction Volume	Transaction Cost	Convenience Fee
0 - 1999		
2000 - 3999		
4000 - 5999		
6000 - 7999		
8000 +		

B.3 e-government Merchant Services Only

The following table must be used to provide per transaction costs and convenience fees based on percentage of the transaction amount for applications that are web-based including Interactive Voice Response (IVR):

Monthly Transaction Amounts	Transaction % Cost	Convenience % Cost
\$0 - 999,999		
\$1,000,000 - \$2,999,999		
\$3,000,000 - \$4,999,999		
\$5,000,000 - \$6,999,999		
\$7,000,000 - \$9,999,999		
\$10,000,000 +		

The following table must be used to provide per transaction costs and convenience fees based on percentage of the transaction amount for applications that are web-based only:

Monthly Transaction Amounts	Transaction % Cost	Convenience % Cost
\$0 - 999,999		
\$1,000,000 - \$2,999,999		
\$3,000,000 - \$4,999,999		
\$5,000,000 - \$6,999,999		
\$7,000,000 - \$9,999,999		
\$10,000,000 +		

B.4 e-government Consulting Services

Classification	Hourly Rate
WEB Designer	
WEB Publisher	
Advanced WEB Publisher	
WEB Programmer/Analyst	
Advanced WEB Programmer/Analyst	

B.5 Evaluation Methodology

The state is seeking a contractor to provide three types of Internet services: 1) Application Services Only (ASO), 2) Merchant Services Only (MSO) and 3) Application Services with merchant services (AMS). Each bidder must provide costs for each of these services within the specified ranges to be considered. ASO and AMS costs are based on a monthly per transaction basis. MSO services costs are based on the monthly transaction value or dollar amounts.

The bids for each service and range will be ranked individually in ascending cost order and a numerical score assigned to the rank. Bids having the same cost for a service/range will receive the same rank and score.

Scoring:

The bid having the lowest cost will receive a score of 10 for that service and range. The bid with the second lowest cost will receive a score of 9. The bid with the third lowest cost will receive a score of 8. The fourth lowest cost will receive a score of 7 and so on. All bids below the top ten bids will receive a score of 0 (zero)

Rank	1	2	3	4	5	6	7	8	9	10	>10
Score	10	9	8	7	6	5	4	3	2	1	0

Weighting Factors for Scores:

The score for each service and range will be weighted by the factor shown below:

Service	Percentage	Weighting Factor
AMS	70%	7
ASO	10%	1
MSO	20%	2

This means that the score for AMS will be multiplied by 7 within each range, the score for ASO by 1 within each range and the score for MSO by 2 within each range. The weighted scores for services and ranges will be added together to form the final cost score for the bid.

Please Note: *Failure to provide costs for all three services and all ranges within each service will result in the bid being rejected.*

END OF ATTACHMENT B

Attachment C - Consulting Classification Skills

Web Designer - Creates and maintains Web sites and all corresponding links. Uses Web authoring tools, scripting languages and various content generation tools. Develops basic graphics for these Web pages using graphic creation software. Publishes Web sites. Has thorough understanding of all policy and architecture requirements in the state Web environment, including hardware and software standards. The Web Designer should have a minimum of two (2) years experience in actual Web design.

Web Publisher - Develops basic Web pages using various content generation tools. Develops advanced graphics for these Web pages using multiple graphic creation software packages. Has a basic understanding of all policy and architecture requirements in the State. The Web Publisher should have a minimum of one (1) year experience in Web page development.

Advanced Web Publisher - Develops basic and advanced Web pages using various content generation tools. Develops basic and advanced graphics for these Web pages using graphic creation software. Creates audio and video files intended for the Web. Has a thorough understanding of all policy and architecture requirements in the State, including hardware and software standards. The Advanced Web Publisher should have a minimum of two (2) years experience in advanced Web page development.

Advanced Web Programmer/Analyst - Analyzes and documents the business functions of small to medium system applications intended for use on the web. Builds client and server Web applications using State standard software development tools and scripting languages. Has limited Java experience. Creates single use database solutions for Web sites. Has a basic understanding of security technologies in use today, particularly as it relates to e-commerce. The Web Programmer/Analyst should have a minimum of one (1) year experience in Web programming.

END OF ATTACHMENT C

